The Carephone

peace of mind

# Carephone Mobile

# User Manual

## To Get In Touch

Call: 0800 849 9254

Visit: thecarephone.com

Follow us on Twitter: @thecarephone

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# 1. At a Glance

## In The Box

1 x Mobile Handset
1 x Rechargeable Battery
1 x Waterproof Remote Panic Button and Neck Strap
1 x Power Adaptor
1 x Desktop Charging Station
1 x User Manual
1 x Hands-free Earphones (Optional Accessory)
1 x Car Charger (Optional Accessory)

## Product Key Features

- GPS Location Tracking via **www.thecarephone.com**
- SOS Help Key
- IP57 Waterproof Remote Panic button – wirelessly active SOS mode
- Internal Accelerometer - user down detection
- 2" TFT Color Display
- Big Font Setting
- Loudspeaker
- Suitable for hearing aid devices (Compatible to HAC M3/T3 Device)
- 3 Quick Dial Numbers (M1 / M2 / M3)
- Call Amplification -30dB
- Loud Ringtone Volume - over 100dB
- Bluetooth
- FM Radio
- One Touch Torch
- Menu Item Blocking – improves user friendliness

## Important!

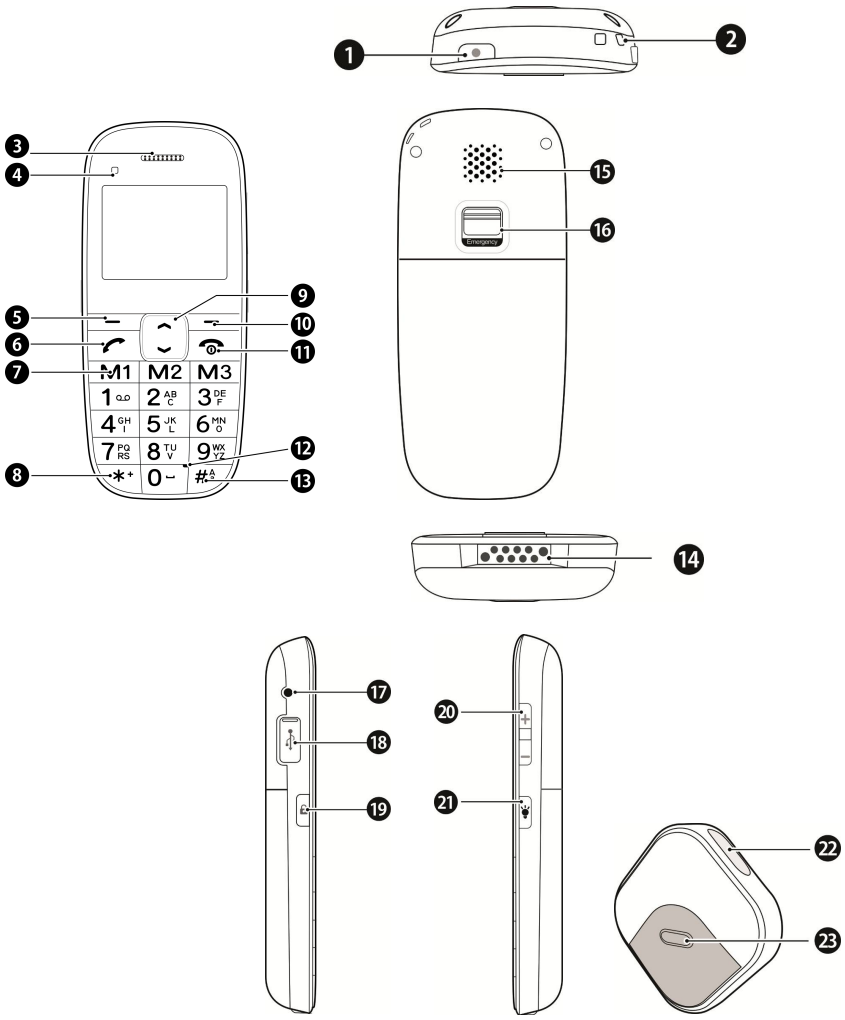
- Exposure to the receiver at full volume for a long period could cause ear damage.

## Emergency SOS Functions

- SOS Help Key & Pendant
- GPS Location Tracking via **www.thecarephone.com** (subscription required)
- Instantly Calls Carephone Emergency Response Centre (subscription required)
- SOS Speakerphone – 2 Way Audio
- Call up to 3 SOS Help Voice Numbers
- Send Emergency SMS to up to 3 SOS SMS Help Numbers
- Human Call Answer Authentication – In SOS call mode, it won't be fooled by voicemails.
- GPS Zone Alert – Alerts when the handset is out of a set GPS fenced area.

**If you have not already subscribed to Carephone Monitoring then you can do so by calling 0800 849 9254.**

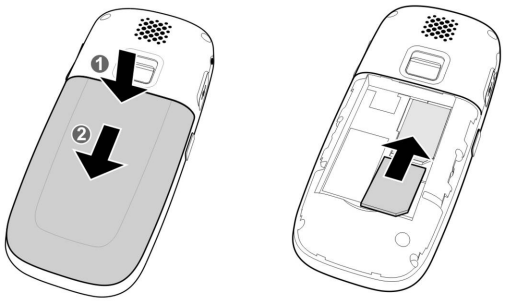
# Overview



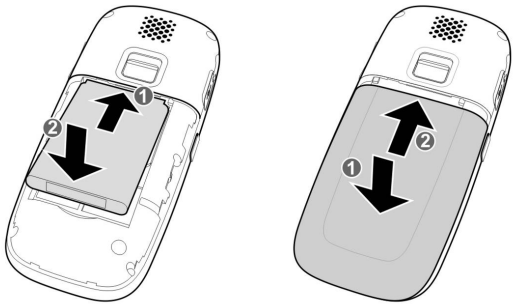

1. Torch
2. Hole for strap
3. Earpiece
4. LED Indicator
5. Left Soft Key
6. Call key - Accept call
7. M1/M2/M3 Direct Dialing Key
8. * Key - Special Character/Keypad Lock
9. Up / Down keys
Up key - Direct to Message
Down key - Direct to Phonebook
10. Right Soft Key - Back key
11. Device ON/OFF And End Call Key
12. Microphone
13. # Key - Change Input method
14. Charging connection pins
15. Loudspeaker
16. SOS Help Button
17. Earphone Socket
18. Charging Socket
19. Unlock key - Long press
20. Volume Keys
21. Torch key
22. Hole For Neck Strap
23. SOS Remote Panic Button

# 2. Basic Phone Setup

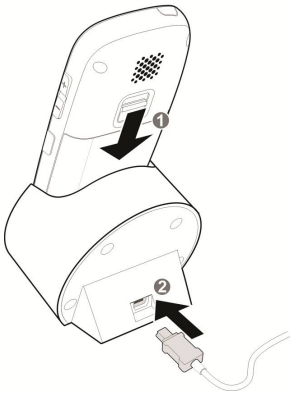
## Inserting the SIM Card



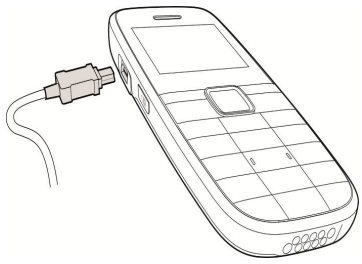
## Inserting the Battery



## Charging



1. Place the phone on the Desktop Charging Station.
2. Plug the USB power adaptor to the USB port of Desktop Charging Station.



You can also direct plug the USB power adaptor to the USB jack of phone

**NOTE:**
*Charge the phone for over 12 hours the first time. After that, it takes approximately 2 hours to fully charge the battery. Batteries do degrade over time, which means that call time and standby time will normally slightly decrease with regular use.*

## Switching on/off

1. Press and hold until the device switches on.
2. Enter the PIN of the SIM card if needed.
3. Press to confirm PIN.
4. Press and hold until the device switches off.

## Setting Time & Date

1. Press **"Menu" → "Phone Settings" → "Clock & Alarm"**
2. Go to **"Time and Date" → "Set Time/Date"**
   Enter time and date value.
   Enter the current time: Hours (HH), minutes (MM)
3. Press to enter the date.
   Enter the current date: year (YYYY), month (MM), day (DD)
4. Press to confirm your entry.
5. Press to return to idle mode.

## Display Symbols

Battery Display
Signal Strength
Alarm Switched On
Earphone Plugged In
Call Missed
Vibration Only
Roaming
Vibration and Ring
Ringtone Switched On
GPS Switched On
GPS Sleeping
Inbox full (flashing)
SMS Received
GPRS Active
Vibration Then Ring
Muting
Silent
GPS Location fix
Bluetooth On
Bluetooth visibility off
Bluetooth is connecting
Key Lock on

# 3. Enhanced Features Setup

## Change Language

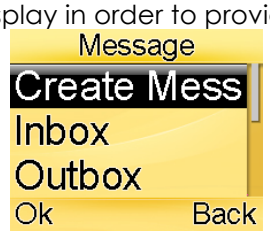
In the Display Setting menu, you can adapt, for example, the language, screen saver, etc. to your personal requirements.

1. Go to **"Menu" →"Phone Settings" → "Display Setting" → "Language"**
2. Press ⌄ to select desired language.
3. Press ⎓ to confirm.

## Set Font Size

You can set your desired font size of display in order to provide a better visibility.

Large Font




Normal Font

1. Go to **"Menu" → "Phone Settings" → "Display Settings" → "Font Size"**
2. Select **"Normal"** or **"Large"**
3. Press ⎓ to confirm.

## Setup Ringtone/Audio

1. Go to **"Menu" → "Phone Settings" → "Sound Setting" → "Set Sound"**
2. You can select **"Ring Tone", "Message", "Alarm" and "Keypad"**
3. Set your desired tone and select ⎓ to confirm

## Setup Volume

1. Go to **"Menu" → "Phone Settings" → "Sound Setting" → "Set Volume"**
2. You can select **"Ring Tone Volume", "Message Tone Volume", "Alarm Tone Volume", "Keypad Tone Volume" and "System Tone Volume"**
3. Set your desired tone volume and select ⎓ to confirm

***Volume Warning!*** *Never hold the mobile phone to your ear when it is ringing, when the hands-free function is active, or when an emergency call has been triggered. This could damage your hearing.*

## Setup Menu Block Function

You can disable some functions to simplify use of the phone.

1. Go to **"Menu" → "Phone Settings" → "Block Function"**
2. Select each function "Calendar", "Calculator", "FM Radio", "Bluetooth", SOS Settings" and "Audio Profile" you want to disable.
3. Press ⎓ to turn on. You can press ⎓ again to turn off.

## Set M1/M2/M3 Quick Dial Numbers

You can save your desired phone number you dial the most frequent, e.g. your families, your best friends or your care center.
Simply press and hold **M1/M2/M3** button to make the quick dial call out.

1. Go to **"Menu" → "Phone Settings" → "Set M1/M2/M3".**
2. Press M1/M2/M3 Call Number.
3. Enter **"Ok" → "From Phonebook"**.
4. Press ⌄ until the desired phone number appears.
5. Press − to confirm your selection.

**Or**

1. Go to **"Menu" → "Phone Settings" → "Set M1/M2/M3"**
2. Press M1/M2/M3 Call Number.
3. Enter **"Ok" → "Add New" →"To SIM/To Phone".** Input the Name and Number.
4. Press − to confirm.

## Setup Bluetooth Headset

1. Go to **"Menu" → "Bluetooth" → "Inquiry audio device".**
2. You are requested to power on the Bluetooth. Please press **"Yes"** to confirm.
3. Pair the Bluetooth earphone with mobile phone.
4. You may be required to enter the passcode during the connection. Please refer to the user manual of your Bluetooth headset.
5. Go to **"Menu" → "Bluetooth" → "Audio Path".**
6. Select **"Forward to Bluetooth headset"**.

**NOTE:**
*If pairing successful, you can receive and make a call by Bluetooth earphone. The package doesn't include Bluetooth headset.*

## FM Radio

**Step 1: Plug in earphones**

1. Plug in the supplied earphones into the jack socket on the left of the handset.

**Step 2: Search FM**

1. Go to **"Menu" → "FM Radio"**
2. Press ⌄ or ⌃ to select < or > to search FM channel.
3. Select ⌄ to play/stop the FM Radio.
4. You can select ⌃ to edit "Channel List", "Manual Input", "Auto Search" or turn on "Loud Speaker".

# 4. SOS Emergency Setup

## Setup Remote Panic Button (RPB)

You can use the remote panic button device in the package to active **t**he emergency mode wirelessly. Simply press for 3 seconds or more.

**Remote Panic Button (RPB) Registration**

1. Go to **"Menu"** → **"SOS Settings"**, enter the password **"901745",** go to **"Remote Panic Button Setting"** → **"RPB Registration".**
2. Select **"ON/OFF RPB"**, press [−] to enable.
3. Press [▼] to go to **"RPB Registration"** and press [−] to enter**.**
4. Select one register, put the remote closer to you phone, then press and hold the panic button over 3 seconds. A prompt display on the phone, input the password **"2835"**and press **OK** key to confirm. The remote is registered successfully and could be used now.
5. Press [☎] to return to idle mode.

## Set Help Voice numbers

**NOTE:** All phone numbers in Help Settings should be edited in International format.
e.g. +44XXXXXXXXXXX

1. Go to **"Menu"** → **"SOS Settings",** input password**"901745"**.
2. Press [−] to enter **"Set Help Voice Numbers"**.
3. Press [▼] Select **Help No./2/3** for the help voice number that is to be set.
4. Press [−] to enter **"Options"**.
5. Press [▼] to select **"Edit"**.
6. Press [1 2 3 4 5 6 7 8 9 * 0 #] to enter the phone number to be saved. All phone numbers in Help Settings should be edited in International format, e.g. +44XXXXXXXXXXX
7. Press [−] to save.
8. Press [☎] to return to idle mode.

Save up to three help voice numbers that will be dialed in sequence in case of emergency. If no number is entered the phone dials 999. If you have a Carephone Monitoring subscription then please don't edit Help Voice Number 1.

## Set Help SMS numbers

1. Go to **"Menu"** → **"SOS Settings"**, input password**"901745"**, go to **"Set Help Voice Numbers"**.
2. Press [▼] to select **Help SMS No.1/2/3** for the help SMS number that is to be set.
3. Press [−] to enter **"Options"**.
4. Press [▼] to select **"Edit"**.
5. Press [1 2 3 4 5 6 7 8 9 * 0 #] to enter the phone number to be saved. All phone numbers in Help Settings should be edited in International format, e.g. +33XXXXXXXXXXX
6. Press [−] to save.
7. Press [☎] to return to idle mode.

**NOTE:**
Unlike for emergency call numbers, the Help SMS numbers are notified by SMS when an emergency call occurs. An emergency SMS contains date, time, and, where available, the GPS coordinates of the Carephone Mobile.

# 5. Emergency (SOS) Call Function

This mobile phone is equipped with an emergency SOS call function.

**If you purchased the handset with our Carephone Monitoring subscription then we will configure your phone via our website www.thecarephone.com and you don't need to do anything. You can also login to your supplied user area and configure additional numbers for contact during SOS alerts.**

**Your first Help Voice Number will be configured as "ERC" (Emergency Response Centre). Please do not change this, as it will disconnect the handset from our ERC.**

Up to 3 Help Voice numbers and 3 Help SMS numbers can be contacted in the event of an SOS emergency.

## How to activate Emergency Call Function

You can activate the Emergency Call function by one of the following 5 ways.

- Push SOS Help Key on the back of the device firmly upwards or;
- Press and hold Remote Panic Button for over 2.5 seconds or;
- If phone detects Man Down action* or;
- The phone detects No motion* or;
- You can still active Emergency function immediately when the phone is OFF. Simply push SOS Help Key firmly upwards in Phone OFF mode. Please make sure the SIM card has no SIM lock and Phone lock, otherwise, the Emergency call can't be activated.

## How to cancel Emergency Call Function?

- Push SOS Help Key downwards or;
- Press **"Cancel"** button if the emergency calls function is activated by the Remote Panic button or man down setting.

# 6. Emergency Functions Flow

## SOS Voice Call Sequence

1. When Emergency call function is activated, the SOS call begins.

2. You can save **3** Help Voice numbers in total (ERC, relatives, neighbors or friends). These numbers, previously saved in order of sequence, will be **automatically dialed** in an emergency when emergency SOS alert is activated.

3. If you cannot get through on the first number, the second number will be called automatically. If you cannot get through on the second number, the third number will be called etc.

4. If you make connection, the phone automatically switches to Hands free mode. The person you are ringing must press the "#" button within the first 30 seconds otherwise the conversation will be cut off. Confirmation with "#" is necessary so that the emergency call does not go to an answering machine by mistake.

## GPS Tracking

Carephone Mobile is equipped with a GPS receiver. This function will activate automatically in case of an emergency and the handsets location will update on **www.thecarephone.com**

**Very Important NOTE:**
**GPS signals can only be received when there is clear view to the sky.**
**The GPS signal will not penetrate walls or other obstacles.**
**GPS signals cannot be received in an indoor environment.**

## Connecting to Emergency Response Centre

If you have a Carephone Monitoring subscription then when an SOS Alert is triggered the handset will connect directly to our Emergency Response Centre staff who will be on hand to gather the correct data required to assist the user.

## SOS SMS Alerts

If you have your handset setup to send out SMS alerts when the SOS function is triggered then an SMS will be sent out to your configured numbers containing the date, time, and, where available, the GPS co-ordinates of the Carephone Mobile.

# 7. Safety Instructions

**WARNING**

Our product and accessories can contain small parts.
Keep out of reach of small children.

## Medical Apparatus Interference

The Carephone Mobile transmits cellular and radio signals, this can interfere with insufficiently protected medical equipment. Consult the manufacturer or supplier of the equipment to ensure it has adequate protection against interference from radio devices.

Certain health care facilities may display signs requesting that mobile handsets are turned off, this is due to interference with medical apparatus and we advise that you always follow these instructions fully with your Carephone.

## Pacemakers

HIMA (Health Industry Manufacturers Association) recommend that wireless phone handsets maintain a minimum distance of 15cm from a pacemaker to avoid potential interference.

## Advice for persons with pacemakers:

- Should always keep the phone more than 15cm from their pacemaker:
- Should always keep the phone more than 15cm from their pacemaker when the phone is turned on
- Should not carry the phone in a breast pocket
- Should use the ear opposite the pacemaker to minimize the potential for interference

**If you have any reason to suspect that interference is taking place, you should turn the handset off immediately.**

## Emergency Calls

Mobile phones use radio signals, cellular reception with the mobile network and have various user programmable functions. This means that a connection cannot be guaranteed in all circumstances.

## Hearing Aids

The device is hearing aid compatible HAC M3/T3. Full compatibility with all equipment cannot be promised. If you have any compatibility issues with any hearing aid devices then please don't hesitate to get in touch with us.

# 8. Troubleshooting

**If you experience any operational issues with your Carephone Mobile then please take the following actions:**

**Contact the place you purchased the handset:** All of our re-sellers are on hand to provide assistance in getting to know the handset and how it works, they can assist either in person or over the phone with any operational problems.

**Call us on 0800 849 9254:** Our team is on hand to guide you through any problems you may have with your Carephone handset.

**On the Internet, visit:** www.thecarephone.com and click on FAQ. Here you will find information on frequently asked questions by our users.

**By e-mail:** If you have a troubleshooting issue you can e-mail support@thecarephone.com. We aim to respond to all queries within 48 hours.

**Conformity Declaration**

Carephone Ltd hereby declares that **Carephone Mobile** conforms to the essential requirements and other relevant regulations contained in the Directives 1999/5/EC (R&TTE) and 2002/95/EC (RoHS)

Bluetooth® is a registered trademark of Bluetooth SIG, Inc.
eZiType™ is a trademark of Zi Corporation.

# 9. Warranty

Your device is covered by a 12 month manufacturers warranty period.

This covers any handset faults that are deemed manufacturers liability.

In the unlikely event of a fault occurring during your 12-month warranty period please contact your place of purchase initially for advice.

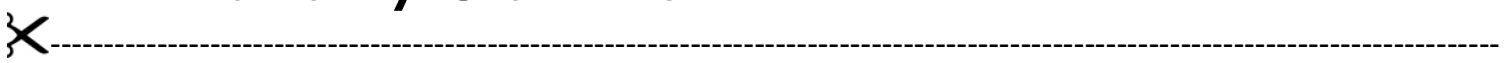
Proof of purchase is required for any service needed during the warranty period.

The warranty does not cover any faults caused by liquid ingress to the Carephone Mobile, it also does not cover user damage, abnormal usage or negligence towards the handset.

Any faults caused by voltage fluctuations during charging are also not covered, we suggest that you disconnect your handset during thunderstorms and when fully charged.

This warranty policy does not cover batteries or accessories supplied with your Carephone handset.
Handsets sent without a returns authorization number will be rejected.

# Warranty Claim Form



**Name:**

**Address:**

**Contact Number:**

**Fault Description:**

**Purchase Date:**

**For warranty claims please call 0800 849 9254 for returns processing.**
**Please complete the above fields and return this slip with your handset.**

CE 0700 RoHS